

**Planning Institute of Jamaica**  
**16 Oxford Road, Kingston 5**

**Re: FCG/AF/CON/02-0- Communication/PR Programme B – Trading Across Borders, Construction Permits & Getting Electricity Indicator Areas**

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**CLIENT’S REFERRAL FORM**

Please rate the quality of service offered by circling the relevant score for the quality criteria

Excellent = 4      Good = 3      Satisfactory = 2      Unsatisfactory = 1

1. Conduct of staff	4	3	2	1
2. Customer relations experience/ Service quality	4	3	2	1
3. Responsiveness of management	4	3	2	1
4. Adherence to timeline for implementation	4	3	2	1
5. Reliability of service providers	4	3	2	1

Do you currently have a contract with this company? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, period worked to date \_\_\_\_\_.

If no, please indicate the period during which you were provided services by the firm in the past \_\_\_\_\_.

Would you recommend the services of this company? Yes ( ) No ( )

Please give general comments on the company’s performance during your contract with them in the space provided. (Attach additional sheet if space is inadequate)

Name \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_

Company \_\_\_\_\_